

Governor's Budget Proposes More DMV Staff

By Kelly Manning

Governor M. Jodi Rell is doing her best to keep both customers and employees happy at the DMV with her recent budget proposal.

The proposed budget will fund 24 new part-time positions to help with customer service at the Norwalk, Norwich, Hamden, Waterbury, Bridgeport and Wethersfield branches. New employees will also work at North-west/Winsted, Putnam, Willimantic and Stamford, so these part-time offices can be open an additional day every week.

"Customer service is a priority for us," Commissioner Ralph J. Carpenter said. "These additional positions and changes in office hours will help us continue toward better achieving our goals."

"Customer wait times should decrease and hopefully we will get caught up on the backlog of driving tests," said Richard Cosgrove of the Bureau of Administration.

Branch offices will not be the only areas receiving extra help. The budget will also provide continued funding for nine CVSD inspectors on the truck safety squad.

"The additional staff allows us to do more daily truck inspections," Richard said. "This will be a benefit to everyone by making the highways safer."

In addition, a new position will also be opening in the Audit Services Unit.

"The employee will be conducting performance audits with respect to vehicle safety inspections and document integrity issues," Richard said.

The Driver Services Unit will also be getting a new employee under the proposal, who will assist in meeting both Driver License Agreement (DLA) and Motor Carrier Safety Improvement Act (MCSIA) requirements, which require us to share driver history and other information with other states.

"If someone has a violation in any other state, we will be able to receive and match the violation on our system," Richard said.

The budget proposal will have significant impact on the agency's technology, including an upgrade in the agency's telecommunications network.

"At present we have limited bandwidth within our telecommunications
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After 20 Years and A Lot of Diesel Smoke, Maestrini Waves Goodbye to the DMV and a Varied Career in the Agency

By Kelly Manning

Some people might consider this wartime fighter a hero. Others might admire him for running a marathon in his 50's. Another feat of Lt. Dave Maestrini is providing 20 years of dedicated service to the DMV.

On March 31, Dave, of the Commercial Vehicle Safety Division, will turn in his badge as he retires from state service.

"I will miss the people I work with the most," Dave said.

"Dave is an outstanding worker and employee," said Division Chief Del Cornell of CVSD. "He has been dedicated to everything he has ever been in charge of and we are certainly going to miss him."

Dave's greatest accomplishment at the DMV was developing the Heavy Duty Diesel Emissions Program, which was one of the first created in the Northeast.

The roadside program authorizes inspectors to perform emissions tests on vehicles that are 26 thousand pounds and above.

"The program was almost unheard of as we began building it," Dave said. "Now most of the Northeast states are

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Lieutenant Dave Maestrini, of Commercial Vehicle Safety Division performs an emissions test on a heavy duty diesel truck.

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ERC Putting Out Welcome Mat for Employees

By Marj Knecht

The ERC's goal for the new year is to become more visible to the agency and recruit new members. The sole purpose of the ERC is to recognize and encourage DMV staff to get more involved and to promote a sense of light-heartedness and connectedness between fellow employees. Information about becoming involved with the ERC will be forthcoming as we formalize our plans.

The Little Caesar pizza, pie and cookie kit fundraiser is extended to March 3. The items purchased are set to be delivered on March 9. Anyone interested may contact Patty Piscottano, Flo Martin, Michele Walden or Marj Knecht for more information.



The ERC has one of their monthly meetings to discuss events for DMV employees. From left to right, Debbie Hruska, Mary Correia, Flo Martin, Marj Knecht, Mary Lynch, Cindy George, Patty Piscottano, Magaly D'Amato, Michelle Walden (hidden), Paula Jervasi and Ernie Bertothy. Not Pictured: Anthony Webb, Beth Kleina, Holly Cote, Heather Zace, Yvette Aldridge, Dotty Dangerfield, Mary Graziosa, Dan Jalbert, Kristine Kurtz, Jennifer Pelletier and Sheila Lawrence.

The Tupperware catalog sale began on Monday, Feb. 6. Catalogs are available from your division manager or by contacting Michele. Orders with payment are due to Michele by March 6.

Mark your calendars for Saturday, May 20 for the annual Spring Gathering. It will be held at the Irish Club in Glastonbury and promises to be a festive event for staff and friends. The great food, entertainment, company and incredible door prizes guarantee a fantastic time!

Don't forget to check **Inside DMV** for current events and more fundraiser information. Coming soon is a photo gallery from prior ERC events.

■ Commissioner's Column

Commissioner Applauds the ERC

Employees here continue to impress me. Your concern for others is remarkable and undeniable.

For instance, I sat in on a recent ERC meeting in Waterbury. I talked with committee members who have such a strong interest in planning events to recognize the hard work of their fellow employees.

In an effort to get more people involved, the committee now rotates its meeting schedule between the Emissions Tech Center in Cheshire, the Rowland State Government Center in Waterbury and the Wethersfield Office. I applaud the ERC's enthusiasm and encourage more people to get involved.

The committee is always looking for new ideas to show appreciation for their co-workers.

Speaking of ideas, the Employee Suggestion Program has produced some well thought out, interesting and unique ideas in its first month. Many of the suggestions received require further review, but I am thrilled to see employees offering ideas to better our workplace. I'd like to thank everyone who has submitted a suggestion. I can assure you, no suggestion goes unread.

One way to submit a suggestion is through our Intranet site, which continues to see a rise in visitors. There were over 1,000 visits by you during the second week of this month, a number five times greater than the site's initial week. It's great to see our agency embrace this form of technology.

It's also wonderful to view the thank-you letters that continue to come across my desk. The Bridgeport Office received praise from a customer last month. "Every person who

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Commissioner Ralph J. Carpenter

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CVSD Rolling Along with 'Wishes on Wheels'

By Ernie Bertothy

As the convoy rolled by, DMV Inspector Glenn Terlecki could see the smiles.

Glenn, of the Commercial Vehicle Safety Division, stationed at his post along Interstate 84, saw children with ear-to-ear grins in the cabs of tractor-trailers that steamrolled down the highway. This was part of a day filled with events in support of "Wishes on Wheels," an event that supports the Make-A-Wish Foundation of Connecticut.

For the last seven years, DMV employees like Glenn have been a part of the wish-granting business for children with life-threatening medical conditions. Last month, they were formally acknowledged for their efforts.

Members of the DMV's CVSD were recently honored for their participation in "Wishes on Wheels," a daylong, once-a-year event that benefits the Make-A-Wish Foundation. The foundation, a non-profit organization that grants requests for children ages 2 ½ to 18 years old with serious medical conditions, received about \$132,000 in donations from truck drivers and sponsors during the last two "Wishes on Wheels" events.

"This is an outstanding event that benefits an outstanding cause," said DMV Commissioner Ralph J. Carpenter. "It's an honor for the DMV to be involved."

During the event, DMV employees ensured the safety of a ceremonious cavalcade of trucks along a 45-mile round-trip stretch between Willington and Manchester. In the most recent convoy on Sept. 18, 2005, CVSD vehicles led a line of 255 trucks.

Keith Herzig, the "Wishes on Wheels" founder and event coordinator, along with Judy Campisi and Debbie Horne, both of the Make-A-Wish Foundation, recognized the DMV employees during a small ceremony at the Rowland State Government Center in Waterbury on Jan. 11.

Glenn, along with inspectors Robert Apuzzo, Matt Davis,

Amy Jones, Garry Jones, Steve Licitra, Bonnie Morin, John Mrozowski, Dean Pisciotta and Sgt. Donald Bridge, Jr., all from CVSD, helped ensure safe travel for the "Wishes on Wheels" convoys in 2004 and 2005.

"I think the best part was seeing the smiles on the kids' faces," Glenn said. "It made me feel good to be a part of something that made these kids happy."

As the procession progressed down the highway to raise

awareness for the foundation, groups of people on overpasses and by the roadside waved at the line of trucks. Some past wish recipients rode with the convoy, which was only part of the day filled with activities for the children and their families at the FedEx Ground facility in Willington.

Keith expressed his gratitude for DMV's part in the program.

"This was a way to say thank you," said Keith, who presented the DMV participants last month with "Wishes on Wheels" tee shirts and a miniature gold-plated, trophy-like truck with each individual's name

engraved on it.

The annual event, "Wishes on Wheels," began in 1999 and represents the largest external fundraiser for the foundation.

In 2005 the Connecticut chapter granted 159 wishes, with the average cost being approximately \$6,000. Past wishes have included, computers, a new puppy dog, celebrity encounters and trips to such places as Disney World and Hawaii.

When asked if Glenn intended on being part of the next "Wishes on Wheels," he gave a quick response.

"Absolutely," Glenn said. "It's going to mean a lot to these kids."

For more information on the Make-A-Wish Foundation, call (877) 203-WISH or log on to <http://www.ct.wish.org>.



In the back, from the left, CVSD's Amy Jones, Garry Jones, Christopher Ward, Matt Davis, John Mrozowski, Dolnald Bridge Jr., Glenn Terlecki, Richard Valentukonis, Steve Licitra and Robert Apuzzo were all honored last month for their recent participation in the "Wishes on Wheels" event. In the front, from the left, Make-A-Wish Foundation of Connecticut President and CEO Judy Campisi, Make-A-Wish Foundation of Connecticut Director of Community and Public Relations Debbie Horne, Wishes on Wheels founder Keith Herzig, Deputy Commissioner Tony Portanova, CVSD's Del Cornell, and Commissioner Ralph Carpenter were on hand to participate in the ceremony.

Administrative Services and Facilities

Congratulations to Mike Sawka on his new baby girl, Riley Nicole.

We are sure you will be a great father!

Bridgeport Office

We have new faces everywhere here in Bridgeport. We would like to welcome two new agents, RaVaye Yorke and Jerome Davis, as well as the return of our retire-rehire agent, Jim Paproski, and our two new clerks, Noreen Rinaldo and Edna Gonzalez. We are also training two new employees for the Norwalk Office, Keenya Sparks and Eric Banser. Bridgeport welcomes all of you!

For the "Feel Good News," we have adopted the Bridgeport Rescue Mission as our charitable organization for year round giving. We will be collecting food items, clothing and household items to be distributed by the mission to those who desperately need them. People are in need all year round, not just at the holidays and we hope, as a group, to do our share to help.

Old Saybrook Office

Greetings from Old Saybrook! We recently celebrated the mild winter by having "Hawaii Day." It was really just another excuse for us to share our cooking skills and eat all day. Since everyone is in the dieting mode we kept it lite fare. The office was decorated with pineapples and parrots and everyone wore Hawaiian shirts and leis. It really

Around The Agency

helped boost morale and lighten the atmosphere while working the long Thursday hours.

Manager Marilyn Quayle is continuing with cross training for employees so everyone will

get to see what it's like on the "other side" of the office. And we are still waiting for boating season to kick in.

Waterbury and Winsted Offices

Happy Birthday to our wonderful branch manager, Robert Russo. We hope your wishes came true while you were vacationing in sunny Florida at the Daytona 500!!!

Other people who are getting a break from this dreary weather and are on vacation this month include Andrea DeNicola, John Arcelaschi, Carol Slawski (Las Vegas again?), Carol Hoebel (sunny island of Turks and Caicos) and Jerry Speight (plays on Broadway- how nice!). We hope you all had a great relaxing time!

The Waterbury Office had a pre-Super Bowl party to get in the spirit. According to the balloons that helped decorate the office, the Seahawks would rise to the top and the Steelers would float to the bottom. Boy were they wrong! The catered affair scored a touchdown with

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New Resources Could Be Coming Soon to the DMV

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infrastructure," Richard said. "We can only send a limited amount of information between Wethersfield and the rest of the branches. The upgraded system and new technology will greatly expand our bandwidth and ultimately make employees' jobs easier by paving the way for the new real-time license and registration systems."

An additional 17 million dollars in proposed bond funds will be used to help fund the Real-Time Online (RTOL) registration system.

"RTOL is one of the most important projects (along with Re-Rod, the new licensing system) we are currently working on," Richard said. "It will be a huge advancement for the agency."

The proposed budget will also help DMV carry out the governor's proposal to eliminate car tax on passenger vehicles by providing funds for necessary technology changes, will provide funding for increased costs for new security features for our digitized photo licenses and will provide money for increased energy costs

"We support the Governor's budget proposal," said Richard. "It is a major step in the right direction with respect to additional resources for the DMV."

Keep Up the Good Work Everyone, I'm Proud of You!

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assisted us in various ways was polite and courteous, in addition to being very helpful," the customer wrote.

Inspectors Dean Pisciotta and Glenn Terlecki of the Commercial Vehicle Safety Division were cited for exceptional customer service during a recent inspection visit at a business. "Their professionalism and expertise in conducting these inspections was very impressive to our staff," the business president wrote to me.

And while I often speak of noteworthy service to our customers, Angelo Cavaliere of the Administrative Services and Facilities Division earned distinction for his work away from public view. Angelo received praise from Judy Long and Richard Cosgrove for his job in remodeling the Document Integrity Unit. "He is always helpful, never gets upset, always looks at the positive side of things and is never without a smile," Judy said to describe Angelo.

The experience can be at the counter, on the road or around the office, but our actions can have a positive impact on all those around us. The teamwork of the Bridgeport Office, and the actions of Dean, Glenn and Angelo are good examples to follow. Keep up the outstanding work everyone.

Maestrini Retires After 20 Years of Service

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duplicating our program and using ours as a model.”

“It is well known that Dave is perhaps one of the greatest authorities on the Heavy Duty Diesel Emissions Program on a regional, if not national level,” said Lieutenant Wayne Sinclair, of CVSD. “He receives constant calls from other states for information relative to the workings of our program and for his opinions on how to make their program better.”

Dave has been with CVSD since 1999, where he headed the Heavy Duty Diesel Emissions Program along with the School Bus Inspection Unit. He also works with other agencies, such as DOT to make sure all commercial vehicles meet Connecticut standards, and DEP to help retrofit school buses to reduce smoke.

But, the DMV is not the first place Dave knew he had a love for cars. Before he joined the agency, he worked at an auto body shop for 15 years as a mechanic.

“My skills from the auto body shop brought me here,” Dave said. “Cars have always been a huge interest of mine.”

Another one of Dave’s hobbies is running. His goal to get into shape turned into his pastime. At one point he was in competitions every weekend from 5K races to marathons.

Dave’s most memorable experience was when he traveled halfway across the world to compete in the Master’s Champions in Australia.

“It is similar to the Olympics, but it is for older people,” Dave said. “Everyone competes for their country. I was competing against some of the best and fastest people in the world. I loved it.”

Even though Dave has run his last marathon, he still

plans to stay in shape after he retires at the end of March. His recent passion is bicycling.

“I really enjoy biking and I hope to do a lot more of it after I retire,” Dave said.

Dave also plans to spend more time with his family. His wife Karen, son David, daughter Kristie and two grandchildren have always considered Dave their hero.

Dave’s DMV Timeline

1986 Dave came to DMV as an inspector for the Norwalk and Wethersfield Offices, where he did licensing, CDL testing and vehicle inspections.

1988 Dave was transferred to the Dealer and Repairer Unit and handled licensing complaints and enforcement issues.

1990 Dave was reassigned to Branch Operations in the Bridgeport Office, where he was promoted to a Sergeant.

1994 Dave was promoted again to a Lieutenant in the Emissions Division, where he helped develop the Heavy Duty Diesel Emissions Program. Dave worked on other special projects including the Privatization of Inspection Program, where emissions inspectors performed safety inspections on vehicles, and the Connecticut Certified Emissions Repair Technicians Program. He authorized dealers and repairers technicians to repair vehicles that failed at emissions stations.

1999 Dave was transferred to CVSD, where he will finish his career with the agency.

H.R. Thought You Should Know

Lessons to DMV Employees on Customer Rage

A customer whose complaints are not resolved will tell an average of 15 other people about it, while a positive experience gets shared with only about seven, according to the 2004 and 2005 Customer Rage Studies recently released by the Customer Care Alliance. However, resolving a complaint will produce a satisfied customer, and success in doing so is as powerful as the quality of service.

Source: Customer Care Alliance

Have You Visited Inside DMV Lately?

www.ct.gov/insidedmv

- The Press Digest is posted daily for you to stay up-to-date with DMV news around the country

- Don’t have time to stop by the H.R Department? General information and employee forms can now be accessed on the site.

- Check out the site daily for “What’s Happening Today!”

ReRod Aims to Reshape DMV's Future

By Phil Archambeault

It's a mix of heightened security and expanded service. In many ways, it's the future of the DMV.

Welcome to the wonderful land of "ReRod." But what is ReRod?

In short, it's a project that will reshape how the DMV does its regulation of driver business in many ways. It's a combination of new technology, innovative business processing and conformance to a new federal law (Real ID Act) to create a more secure driver's license and providing better customer service.

The team is lead by Nick Demetriades (Technical Project Manager), George White (Business Project Manager) and me as the Lead Project Manager. I'm pleased to report things are in good shape and pretty much on schedule.

ReRod stands for the Reengineering (rewrite) of the Regulation of Drivers business and technical systems.

The project kicked off about a year ago, and since then, a team of outside consultants and DMV business and subject matter experts from Branch Operations, Document Integrity, Drivers Services and IST have been working together to accomplish this mission.

Thus far, the project has studied how the DMV currently issues driver's licenses and non-driver IDs, handles suspensions, disqualifications and revocations and reports information to the proper authorities. With those processes in mind, we have analyzed how the Real ID Act, the law that has created new standards for the driver's licenses for all states, would impact the issuance process here at our agency.

It is, without question, a large task. The law demands changes on both sides of the counter.

This is an "out-with-the-old, in-with-the-new" approach. Most of the current operator-related computer systems many of you currently use at the Branch Offices, in Driver Services and in the Document Integrity Unit will become obsolete. In addition, the business functions it is intended to support will be greatly enhanced, as it will employ state-of-the-art technology.

Additionally, this new information system will be equipped with hardware and software that will enhance the agency's ability to monitor and audit transaction-related activity.

Finally, the sight of customers filling out forms by hand will be an exception rather than the rule. Paper documentation submitted during a given transaction will be digitally scanned, stored, and retrieved as needed. Also, information contained on license and non-driver ID card bar codes will be scanned and the information retrieved as needed.

By this summer, the project will advance to the technological side of this equation. Without getting into a lot of additional technical jargon, this will involve the development of several types of databases.

The goal is to have the project wrapped-up by the summer of 2007, and we all look forward to seeing that happen.

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the employees.

We would like to welcome Elia Iannaccone, who is here training from the Norwalk Office. Also, best wishes go out to Matt Keller, who is going back to the Emissions Division. We are going to miss you!

Wethersfield Office

We would like to welcome Dawn Simons to the Wethersfield Office. She is now working part-time in our office and we are glad to have her on board. We hope to make her feel right at home. We have been enjoying the mild winter and look forward to an early spring (wishful thinking). We hope everyone had a wonderful Valentine's Day.

Wethersfield branch thought for the month: On your birthday, beware of the person who asks if you want the works. Saddle up!



Carol Peters will be Deeply Missed New Britain Office

Deepest sympathy is extended to the friends and family of Carol Peters, who recently passed away. Carol, an examiner on the front line at the New Britain Office, was a dedicated employee with the agency for 10 years.

"Carol was willing to work anywhere in the office and performed her duties well," said Branch Manager Betty McCue. "The office is saddened by her loss."

"Our thoughts and prayers go out to Carol's family during these times," Commissioner Ralph Carpenter said. "She will be deeply missed by her DMV family."

Carol took great joy in traveling and in her family. "Last year she went to Amsterdam by herself and had a wonderful time," Betty said. "Her stories and photos from the trip kept us all entertained."

Carol recently learned how to knit. She often made items for her grandchildren on her breaks.

Carol is survived by her daughter, Laurie Malinosky and her son, Leslie Peters III along with her three adored granddaughters, Hannah, Sara and Kathryn.

Carol will be dearly missed by all of us.